

OFFICE OF FINANCIAL AND INSURANCE REGULATION JOB VACANCY NOTICE

CLASS/LEVEL: Secretary 9

DIVISION/SECTION: Consumer Services Division/Market Conduct Section

DEADLINE TO RESPOND: 12-5-08

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 INTERESTED APPLICANTS SHOULD SUBMIT A RESUME, COVER LETTER AND CIVIL SERVICE ADMINISTRATIVE SUPPORT APPLICATION (5030) TO DLEG, OFFICE OF FINANCIAL AND INSURANCE REGULATION, HUMAN RESOURCES/BUDGET DIVISION/OFIR 08-76, P.O. BOX 30220, LANSING, MICHIGAN 48909 OR FAX TO (517) 335-1450 BY THE DEADLINE DATE.

|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                 |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| COUNTY/LOCATION         | Ingham/Lansing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                 |
| PAY RANGE               | \$16.85-\$22.15/hour                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                 |
| DESCRIPTION OF POSITION | Perform advanced level secretarial and administrative assistance to the section and unit managers, market conduct staff and investigations staff. Primary responsibility includes receiving and transmitting confidential correspondence, reports and other documents indicating the financial and market condition of insurance companies.                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                 |
| EDUCATION               | Educational level typically acquired through completion of high school.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                 |
| EXPERIENCE              | Four years of administrative support experience where use of a personal computer to prepare correspondence, reports, charts, etc., or to enter/retrieve/update information is an essential part of the work, including two years equivalent to experienced E7-level administrative support work, or equivalent to a Secretary 7, or Legal Secretary 7. OR Four years of administrative support experience where use of a personal computer to prepare correspondence, reports, charts, etc., or to enter/retrieve/update transactions is an essential part of the work, including one year equivalent to advanced 8-level administrative support work, or equivalent to a Secretary E8, or Legal Secretary E8. |                                                                                                                                 |
| SPECIAL REQUIREMENTS    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                 |
| RESPOND TO              | Posting No.:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | OFIR 08-76                                                                                                                      |
|                         | Address:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | DLEG, Office of Financial & Insurance Regulation, Human Resources/Budget Division/OFIR08-76, P. O. Box 30220, Lansing, MI 48909 |
|                         | E-Mail Address:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                 |

|  |      |                |
|--|------|----------------|
|  | Fax: | (517) 335-1450 |
|--|------|----------------|

The State of Michigan is an Equal Opportunity Employer  
Civil Service Rule 1-7 states: All persons offered employment in the classified service are required to submit to  
and pass a pre-employment drug test as a condition of employment

**This is an announcement of a position vacancy and does not constitute an offer of  
employment.**

**1. Position Code**  
SECRTRYAJ90R

**State of Michigan**  
**Department of Civil Service**  
Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

Federal privacy laws and/or state  
confidentiality requirements protect  
a portion of this information.

**POSITION DESCRIPTION**

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

|                                                                                                                       |                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| <b>2. Employee's Name (Last, First, M.I.)</b>                                                                         | <b>8. Department/Agency</b><br>LABOR AND ECONOMIC GROWTH                                                                      |
| <b>3. Employee Identification Number</b>                                                                              | <b>9. Bureau (Institution, Board, or Commission)</b><br>OFFICE OF FINANCIAL AND INSURANCE REGULATION                          |
| <b>4. Civil Service Classification of Position</b><br>SECRETARY 9                                                     | <b>10. Division</b><br>CONSUMER SERVICES DIVISION                                                                             |
| <b>5. Working Title of Position (What the agency titles the position)</b><br>SECRETARY                                | <b>11. Section</b><br>MARKET CONDUCT SECTION                                                                                  |
| <b>6. Name and Classification of Direct Supervisor</b><br>REGAN JOHNSON, DEPARTMENTAL MANAGER 15                      | <b>12. Unit</b><br>MARKET CONDUCT UNIT                                                                                        |
| <b>7. Name and Classification of Next Higher Level Supervisor</b><br>CATHERINE KIRBY, STATE DIVISION ADMINISTRATOR 17 | <b>13. Work Location (City and Address)/Hours of Work</b><br>611 W. OTTAWA, LANSING<br>8:00 A.M. - 5:00 P.M., MONDAY – FRIDAY |

**14. General Summary of Function/Purpose of Position**

Perform advanced level secretarial and administrative assistance to the section and unit managers, market conduct staff and investigations staff. Primary responsibility includes receiving and transmitting confidential correspondence, reports and other documents indicating the financial and market condition of insurance companies.

**For Civil Service Use Only**

**15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.**

**List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.**

Duty 1

**General Summary of Duty 1**

**% of Time** 40

Reports of Market Conduct

**Individual tasks related to the duty.**

- Reviews reports for compliance to division policies and standards.
- Composes and edits correspondence for management signature when deemed appropriate.
- Provides performance measurement data to management.
- Receives and transmits confidential correspondence, reports and other documents indicating the market condition of insurance companies.
- Responds to requests for information regarding division, interpreting and relaying policies, procedures and instructions to industry, consumers and division staff and relaying supervisors point of view.
- Revises division policies and procedures manuals and guides as directed.
- Create files for Level 1 processing using NAIC I-SITE
- Research via NAIC I-SITE, state web pages, other divisions within OFIR for compiling file for Level 2 analysis.

Duty 2

**General Summary of Duty 2**

**% of Time** 60

Administrative support services

**Individual tasks related to the duty.**

- Coordinates supervisor's and manager's appointments and activities.
- Makes recommendations for improving operation efficiency and effectiveness.
- Makes recommendations regarding physical facilities, equipment and supplies.
- Researches, compiles, summarizes, drafts and maintains records of statistical data and other documentation.
- Prioritizes incoming calls, correspondence and visitors.
- Arranges travel accommodations and prepares travel expense reimbursement vouchers.
- Organizes and schedules meetings and conferences.
- Create and maintain section files and records.
- Operates sophisticated microcomputer equipment/software.
- Prepares and edits documents prior to signing by supervisor and manager.
- Sorts and screens mail for section, handling routine correspondence and referring non-routine correspondence to section staff.
- Prepares time and attendance reports.
- Retrieves documents for Freedom of Information Act requests.
- Prepares documents for microfilming.
- Coordinates training for all insurance market conduct section staff.

Duty 3

**General Summary of Duty 3**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

- 

Duty 4

**General Summary of Duty 4**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

-

Duty 5

**General Summary of Duty 5**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

- 

Duty 6

**General Summary of Duty 6**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

-

Duty 1

**General Summary of Duty 1**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

- 

Duty \_\_\_\_\_

**General Summary of Duty**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

-

16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

Decisions on priority of incoming correspondence, telephone calls/inquiries and adjustments to work flow to meet deadlines that affect meeting daily objectives.

17. Describe the types of decisions that require your supervisor's review.

Decisions not covered by supervisor directive, bureau policy or guidelines, such as changes to microcomputer software/programs that may affect stored data and report output or revising a process that affects how work is performed.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

Position duties and tasks are performed in a traditional office environment which includes considerable sitting, occasional standing, limited lifting, microcomputer usage and normal office routines.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

| <u>NAME</u> | <u>CLASS TITLE</u> | <u>NAME</u> | <u>CLASS TITLE</u> |
|-------------|--------------------|-------------|--------------------|
| None.       |                    |             |                    |

20. My responsibility for the above-listed employees includes the following (check as many as apply):

- |                                                             |                                                            |
|-------------------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work.                      |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work.                     |
| <input type="checkbox"/> Approve leave requests.            | <input type="checkbox"/> Review work.                      |
| <input type="checkbox"/> Approve time and attendance.       | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand.                  | <input type="checkbox"/> Train employees in the work.      |

21. I certify that the above answers are my own and are accurate and complete.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**NOTE: Make a copy of this form for your records.**



**TO BE COMPLETED BY DIRECT SUPERVISOR**

- 22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?**

I agree.

- 23. What are the essential duties of this position?**

To provide advanced secretarial support and administrative assistance to the manager of the Market Conduct Section and staff, including support to the manager of the Investigation Unit. The secretary would be required to obtain knowledge of the supervisor's viewpoint and bureau operating policies/procedures in order to coordinate activities, communications and schedules on behalf of the supervisor. Employee in this position operates complex microcomputer hardware/software, processes considerable computer-generated documentation, handles considerable telephone communications, maintains division files and serves as liaison between supervisor and staff.

- 24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.**

New position.

- 25. What is the function of the work area and how does this position fit into that function?**

This division is responsible for forms development and maintenance, communications, insurance investigations, market conduct examinations, and to provide excellent service to consumers who contact OFIR with a complaint regarding financial services entities. This position serves as secretary to the Market Conduct Section managers and staff.

**26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.**

**EDUCATION:**

Educational level typically acquired through completion of high school.

**EXPERIENCE:**

Four years of administrative support experience where use of a personal computer to prepare correspondence, reports, charts, etc., or to enter/retrieve/update information is an essential part of the work, including two years equivalent to experienced E7-level administrative support work, or equivalent to a Secretary 7, or Legal Secretary 7 or four years of administrative support experience where use of a personal computer to prepare correspondence, reports, charts, etc., or to enter/retrieve/update transactions is an essential part of the work, including one year equivalent to advanced 8-level administrative support work, or equivalent to a Secretary E8, or Legal Secretary E8.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to communicate information clearly and accurately orally and in written correspondence on supervisor's behalf.
- Knowledge of bureau operation objectives.
- Ability to work well with others.
- Employee functions with a high degree of independence and must be able to exercise considerable tact and diplomacy when dealing with licensees, attorneys, legislators, other state agencies and OFIS management.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None.

*NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.*

**27. I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.**

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

**28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.**

**29. I certify that the entries on these pages are accurate and complete.**

\_\_\_\_\_  
Appointing Authority's Signature

\_\_\_\_\_  
Date